

Telephone Service Center Telenews

Eighth edition

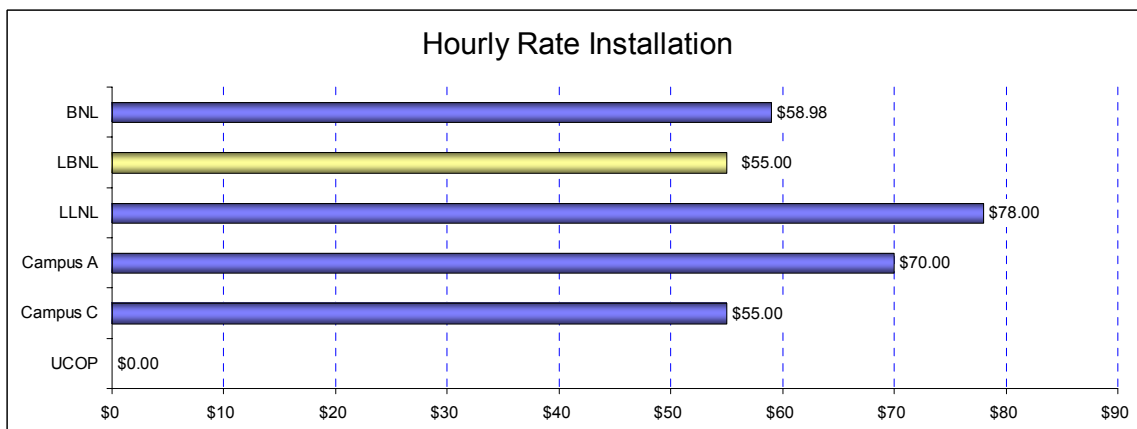
April, 2005

TSC Rates Remain Competitive with Other Telecom Organizations

TSC participates yearly with various Laboratories and University campuses in benchmarking telecommunication rates. The FY05 rate comparison has just been received. Once again, TSC rates have remained competitive.

Special Interest:

- **Long Distance Rates Reduced**
- **Free Cellular Phones**
- **Cellular & Pager Service**



Next Edition:

- **New Remote Access Policy**

Local and Long Distance Rates Reduced

The local calling rate has been reduced from \$.21 to \$.14 for the first call minute. This is a 30% reduction. The additional minute rate remains at \$.11.

The domestic long distance rate has been reduced from \$.28 to \$.21. This is a 25% savings.

International calling rates have been reduced 70%.

Did You Know?

Would you like to see previous issues of Telenews? Would you like others to be able to read Telenews? Just visit TSC's webpage at <http://tscweb.lbl.gov/newsletter/all.html>.



Cingular (AT&T Wireless) is Offering Free Cellular Phones*

Two types of free phones are available for LBNL's cellular users who are activating new GSM service, migrating their existing cellular service from another vendor to Cingular, or are upgrading from TDMA to GSM. Visit Telephone Services' website @ <http://tscweb.lbl.gov/cellular/cellular.html> for product information. * This offer is only available for LBNL issued cellular phones.

Your Opinion Counts

Help us to know how we are doing. Visit our web page at <http://tscweb.lbl.gov> and complete the customer survey. Your response will automatically be sent to all TSC personnel. We are always open to suggestions on how we may meet your telecommunication needs.

We would also like to know your opinion of TSC Telenews. Please e-mail JLSmith@lbl.gov with your suggestions and comments.

TSD Contacts:

- **General Questions-**
Telephone Service Center -7997
- **Acct. No. Changes -**
Terry Munoz -6434
- **Calling Cards-**
Terry Munoz -6434
- **Cellular Service/Equipment-**
Adams Lee -4966
- **Customer Billing-**
Rachel Norton -5674
- **Pagers-**
Rosa Cruz -7335
- **Repair-**
Telephone Service Center -7997
- **Telenews Comments or Suggestions-**
Janice Smith -5778
- **Telephone Adds/Moves/Changes-**
Linda Tripp-Sopher -6442
- **Voice Mail-**
Charlene Stovall -6170

Telenews

If You Have a Pager and a Cellular Phone, You Need to Read This

Q: I have a cellular phone and pager. Do I need to keep both services?

A: No.

Q: Will I be able to receive a text message on my cellular phone?

A: Yes.

Q: I currently travel extensively, will I be able to receive a message in all the locations that I received a page?

A: Yes, but we suggest that the frequent traveler use his/her cell phone in place of the pager for a trial period before having their pager deactivated.

Q: How much will this save my organization?

A: The monthly cost for a pager is between \$6.25-\$36.95.

Q: If a user has both cellular and pager service, am I required to deactivate the pager?

A: Telephone Services is continually looking for ways to help our users reduce their telecommunication costs. The decision to deactivate pager service should be based on the user's business need.

Q: Currently I have "pager out-call", is my cell phone capable of the same feature?

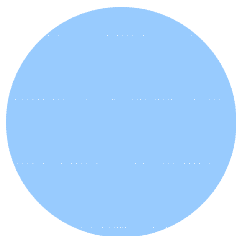
A: Yes

Q: Is there a cost for receiving a page or text message on my cell phone?

A: No, but there will be a \$.10 charge per text message sent.

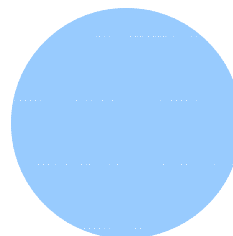
Q: I want to deactivate my pager, who do I call?

A: You may call Rosa Cruz at x7335 or email TSC at tsc@lbl.gov.



**For more information, Visit TSC's
home page at**

<http://tscweb.lbl.gov/>



Updated Telephone Services Advisory Committee (TSAC) Member List

Committee Member	Division/Organization
Renee Jewell (Chairperson)	Financial Services
Martin Dooly	Computing Sciences
Cynthia Stevenson	Material Sciences
Alyce Herrera	Directorate
Linda Stone	ALS
Olga Diaz	General Sciences
Tony Linard	LSD
Teresa Lynem	Chemical Sciences
Adam Stone	Computing Sciences
Dolores Sanchez	EH&S
Cheryl Benton	Human Resources
Jane Tanamachi	Physical Biosciences
Carol Bruzzone	Genomics
Weyland Wong	Engineering
Melanie Woods	Facilities

If you would like a topic added to the TSAC quarterly agenda, please contact your division/organization's representative, or the TSAC chairperson, Renee Jewell at x4597.

